

FAIRFAX COUNTY PUBLIC LIBRARY – ONLINE SURVEY OF COMMUNITY RESIDENTS

May 13—June 6, 2016

Total Number of Complete Responses: 18,172

Q1. Are you 18 years of age or older?			
	Yes	No	Total
Responses Received in %	99.1%	0.9%	19057

Q2. Are you a resident of Fairfax County or the City of Fairfax?				
	Yes	No	Don't Know	Total
Responses Received in %	96.2%	3.5%	0.3%	18883

Q3. Do you have a current card for the Fairfax County Public Library?				
	Yes	No	Don't Know	Total
Responses Received in %	98.9%	0.6%	0.5%	18172

Q4. In the last 12 months, approximately how many times have you used the services of the Fairfax County Public Library? Please include visits to a branch of the Library as well as your accessing Library information online or calling the Library with questions.							
	0	1 – 2	3 – 6	7 – 12	13 – 25	26+	Total
Responses Received in %	2.6% (470 individuals) <i>Continue to Q5</i>	7.8% (1425 individuals) <i>Continue to Q5</i>	16.2% (2947 individuals) <i>Skip to Q6</i>	20.1% (3653 individuals) <i>Skip to Q6</i>	22.1% (4017 individuals) <i>Skip to Q6</i>	31.1% (5660 individuals) <i>Skip to Q6</i>	18172

Q5. What is the primary reason you do not use the Library, or do not use it more frequently?

1.5%	I don't have a way to get to the Library.
1.9%	The Library is too far away.
0.3%	Parking is a problem.
0.9%	I don't have a library card.
8.3%	I don't read a lot.
21.5%	I don't have time.
2.5%	I am unfamiliar with what the Library offers.
15.5%	I have other places to get books, DVDs, etc.
2.8%	I use the services of other libraries.
19.2%	I use the Internet to get information.
4.0%	The Library's hours are not convenient for me.
6.7%	The Library does not have what I need.
2.3%	Library technology is out of date/inadequate.
0.7%	The Library is crowded and noisy.
0.9%	I owe money for fines or lost books.
0.4%	The staff is unfriendly/unpleasant.
	<u>OTHER:</u>
0.4%	It doesn't occur to me to go there.
0.8%	I don't have a need for the Library at this time.
0.5%	Family members use the Library.
0.3%	The Library's programs don't meet my needs.
2.8%	I travel often/attend college/work outside the area.
0.4%	I'm new to the community.
0.9%	The Library's lending policy is inconvenient/loan period is too short.
0.7%	The environment is unpleasant.
1.5%	My preferred branch is closed for renovation.
0.5%	I have health/vision/mobility issues.
0.8%	"Technical difficulties" – the Library is cumbersome to use.
0.6%	Miscellaneous

Total: 1895

Q6. Which branch of the Library do you use most frequently?

0.3%	Access Services Center <i>Government Center Parkway, Fairfax</i>
4.2%	Burke Centre <i>Freds Oak Road, Burke</i>
4.6%	Centreville <i>St. Germain Drive, Centreville</i>
6.7%	Chantilly <i>Stringfellow Road, Chantilly</i>
7.3%	City of Fairfax, includes the Virginia Room <i>North Street, Fairfax</i>
4.2%	Dolley Madison <i>Oak Ridge Avenue, McLean</i>
5.4%	George Mason <i>Little River Turnpike, Annandale</i>
2.0%	Great Falls <i>Georgetown Pike, Great Falls</i>
1.8%	Herndon Fortnightly <i>Center Street, Herndon</i>
2.3%	John Marshall <i>Rose Hill Drive, Alexandria</i>
5.7%	Kings Park <i>Burke Lake Road, Burke</i>
3.2%	Kingstowne <i>Landsdowne Centre, Alexandria</i>
1.1%	Lorton <i>Richmond Highway, Lorton</i>
2.0%	Martha Washington <i>Fort Hunt Road, Alexandria</i>
3.9%	Oakton <i>Lynnhaven Place, Oakton</i>
4.8%	Patrick Henry <i>Maple Avenue, Vienna</i>
5.6%	Pohick <i>Sydenstricker Road, Burke</i>
11.3%	Reston <i>Bowman Towne Drive, Reston</i>
2.7%	Richard Byrd <i>Commerce Street, Springfield</i>
4.3%	Sherwood <i>Sherwood Hall Lane, Alexandria</i>
2.5%	Thomas Jefferson <i>Arlington Boulevard, Falls Church</i>
4.2%	Tysons-Pimmit <i>Leesburg Pike, Falls Church</i>
1.3%	Woodrow Wilson <i>Knollwood Drive, Falls Church</i>
8.5%	Online www.fairfaxcounty.gov/library

Total: 16277

Q7. Please indicate your level of satisfaction with the following aspects of the Library:						
		Extremely Satisfied	Somewhat Satisfied	Not At All Satisfied	Don't Know	Total
(a)	Staff courtesy and customer service provision	81.3%	14.4%	0.8%	3.5%	16277
(b)	Hours	45.4%	47.0%	5.2%	2.4%	16277
(c)	Number of computers	36.2%	20.4%	1.8%	41.6%	16277
(d)	Library Wi-Fi	35.5%	13.8%	1.1%	49.6%	16277
(e)	Self-checkout stations	80.8%	12.1%	0.9%	6.2%	16277
(f)	Wait time for reserved items	42.4%	39.3%	6.5%	11.8%	16277
(g)	Parking	73.2%	21.9%	2.4%	2.6%	16277
(h)	Library website	52.6%	35.7%	4.7%	6.9%	16277
(i)	Overall satisfaction with the Library	72.0%	26.7%	1.0%	0.3%	16277

Q8. How important do you believe it is for the Library to focus on serving the following population segments?						
		Extremely Important	Somewhat Important	Not At All Important	Don't Know	Total
(a)	Children preschool to age 8	85.7%	10.4%	1.4%	2.5%	18172
(b)	Children ages 9 – 12	86.1%	10.6%	0.9%	2.4%	18172
(c)	Teens	77.7%	18.6%	1.3%	2.5%	18172
(d)	Older adults	76.0%	21.0%	1.2%	1.8%	18172
(e)	English language learners	61.8%	28.3%	4.7%	5.2%	18172
(f)	Business owners	26.0%	46.5%	16.8%	10.8%	18172
(g)	Job seekers	51.3%	35.4%	6.5%	6.9%	18172
(h)	Individuals with special needs	66.8%	24.4%	2.4%	6.4%	18172

Q9. The Library wants to offer resources and services that residents value. How important do you believe it is for the Library to expand or enhance the following?						
		Extremely Important	Somewhat Important	Not At All Important	Don't Know	Total
(a)	Fiction and bestsellers	64.6%	29.5%	3.5%	2.3%	18172
(b)	Non-fiction, such as biographies or books on hobbies	63.6%	32.2%	1.8%	2.4%	18172
(c)	Downloadable materials such as eBooks and eAudiobooks	64.2%	27.3%	4.7%	3.9%	18172
(d)	DVDs and CDs	28.5%	47.9%	18.8%	4.7%	18172
(e)	Reference materials and services	61.6%	31.7%	3.4%	3.3%	18172
(f)	Children's books and materials	76.9%	17.6%	1.9%	3.6%	18172
(g)	Children's programs such as summer reading and early literacy for preschoolers	74.7%	18.6%	2.6%	4.1%	18172
(h)	Homework help	37.6%	41.7%	12.0%	8.7%	18172
(i)	Computer and tech training	39.2%	41.8%	12.4%	6.6%	18172
(j)	Adult literacy programs	53.5%	34.3%	6.2%	6.1%	18172
(k)	Services for English language learners	47.5%	37.6%	8.4%	6.6%	18172
(l)	Educational programs such as author talks and book groups	34.7%	48.1%	11.7%	5.4%	18172
(m)	Help applying for unemployment, social security, health insurance, etc.	33.8%	37.3%	20.7%	8.2%	18172
(n)	Comfortable meeting and study spaces	52.1%	39.4%	5.6%	2.9%	18172

Q10. The Library is considering offering additional technology. How interested would you be in the Library offering the following?						
		Extremely Interested	Somewhat Interested	Not At All Interested	Don't Know	Total
(a)	Playaway for children	17.4%	20.5%	37.9%	24.1%	18172
(b)	Freegal/downloadable music	17.1%	29.7%	41.2%	12.0%	18172
(c)	Hoopla/downloadable video	15.8%	29.9%	38.7%	15.7%	18172
(d)	Off-site book drop and pick up	26.3%	35.6%	32.9%	5.1%	18172
(e)	24-hour book vending machines	22.0%	31.6%	39.3%	7.1%	18172
(f)	Laptops, tablets available on loan	14.1%	28.8%	50.4%	6.7%	18172
(g)	Live chat for customer questions	16.4%	38.7%	38.4%	6.6%	18172
(h)	Makerspaces with hardware and software	14.1%	24.6%	32.9%	28.4%	18172
(i)	More self-service options	23.1%	42.2%	21.7%	13.0%	18172

Q11. What is the best way for the Library to communicate with you about its programs and services?

- 21.7% E-Newsletter
- 3.0% Flyers and signage in the Library
- 0.1% County Cable Channel 16
- 0.4% Radio/public service announcements
- 51.5% Email
- 15.5% Website
- 3.4% Social media
- 3.5% Calendar of events
- OTHER:
- .5% Combination of ways
- .1% US Mail
- .3% Miscellaneous
- Total: 18172**

Q12. Please indicate the extent to which you agree with the following statements:					
		Completely Agree	Somewhat Agree	Completely Disagree	Total
(a)	Fairfax County Public Library does all it can to offer services and resources that residents need.	60.4%	37.8%	1.8%	18172
(b)	The Library provides good value for the tax dollars invested.	77.8%	20.5%	1.6%	18172

Q13. Is there a language other than English spoken in your household?			
	Yes	No	Total
Responses Received in %	20.6%	79.4%	18172

Q14. In which of the following age categories do you belong:						
	18 to 25	26-40	41-60	61 and up	Prefer not to answer	Total
Responses Received in %	3.8%	20.4%	40.1%	32.9%	2.8%	18172

Q15. Please indicate your gender:			
	Male	Female	Total
Responses Received in %	31.5%	68.5%	18172

Q16. How often do you vote in local elections?						
	Every election	Most elections	Rarely	Never	Prefer not to answer	Total
Responses Received in %	61.4%	26.1%	4.1%	2.5%	5.9%	18172